



Avaya 3100 Mobile Communicator - Client for Nokia User Guide

Avaya 3100 Mobile Communicator Release 3.1

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Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

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Welcome

This section contains the following topics:

- [“Your new Avaya 3100 Mobile Communicator - Client for Nokia” on page 7](#)
- [“New in this release” on page 7](#)
- [“Avaya 3100 MC - Client for Nokia feature overview” on page 9](#)
- [“Language support” on page 10](#)

Your new Avaya 3100 Mobile Communicator - Client for Nokia

The Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for Nokia application allows you to achieve real-time communication with the Avaya 3100 Mobile Communicator Gateway and Communication Server. The term Communication Server means all communication servers that Avaya 3100 Mobile Communicator supports. For more information, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com/support.

New in this release

The following sections detail what's new in *Avaya 3100 Mobile Communicator - Client for Nokia User Guide* (NN42030-102) in Avaya 3100 Mobile Communicator Release 3.1.

Features

This release contains changes to the following features:

- [“Changing your presence status” on page 45](#)
- [“Call Intercept” on page 38](#)

Other changes

There are no other changes to this document.

Revision history

October 2010

Standard 04.05. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made.

July 2010

Standard 04.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made. This document contains the content from *Avaya 3100 Mobile Communicator - Client for Nokia Quick Reference* (NN42030-106). For more information, see [“Quick reference” on page 57](#).

November 2009

Standard 04.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Technical information was updated.

November 2009

Standard 04.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Changes were made to [“Language support” on page 10](#), [“Call Intercept” on page 38](#), [“Call transfer” on page 47](#), and [“Receiving calls” on page 40](#).

October 2009

Standard 04.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1.

July 2009

Standard 03.08. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0 and the Avaya Communication Server 2100 (Avaya CS 2100). A comment is added to indicate that the Avaya CS 2100 does not support the Device handoff feature.

January 2009

Standard 03.07. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updated the System Requirements table in Getting Started section and technical content in Software Installation section.

January 2009

Standard 03.06. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updated to correct formatting errors.

December 2008

Standard 03.05. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updated the Nokia feature overview and added the procedure [“Dialing an emergency number” on page 39](#).

December 2008

Standard 03.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to include links to multimedia presentations and to [“Cellular data plan usage” on page 12](#).

November 2008

Standard 03.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to correct content in [“Handoff” on page 49](#).

November 2008

Standard 03.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Changes were made to the installation and upgrade procedures.

September 2008

Standard 03.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0.

April 2008

Standard 02.01. This document is issued to support Avaya 3100 Mobile Communicator Release 2.1.

October 2007

Standard 01.02. This document is up-issued to contain fixes for configuring Avaya 3100 Mobile Communicator Gateway addresses and revised Outgoing Call Service DN requirements.

September 2007

Standard 01.01. This document is issued to support the Avaya 3100 Mobile Communicator Series Portfolio on Avaya Communication Server 1000 Release 5.0.

Avaya 3100 MC - Client for Nokia feature overview

Avaya 3100 MC - Client for Nokia extends the enterprise collaboration functionality to a Nokia mobile device using a data (Internet) connection over the cellular and WiFi network. With Avaya 3100 MC - Client for Nokia, you can perform the following tasks:

- Track the presence status of your mobility enabled contacts.
- Send instant messages to your mobility enabled contacts.
- Designate contacts as friends to track their presence.
- Manage your contacts using the Avaya 3100 MC - Client local directory.
- Search for contacts in the Corporate Directory and the Avaya 3100 MC - Client local directory.
- Click a friend to send an instant message (IM) or place a call.
- Use the logs to view your most recent incoming and outgoing calls, voice mail indicator, and system events.
- Receive a message waiting indication (MWI) when you receive a new voice mail message.
- Toggle the Avaya 3100 MC - Client out of call intercept mode in order to make personal calls that reveal your cellular identity.
- Create a friend group containing multiple friends and then initiate an ad hoc conference call to the group members.
- Redirect your incoming calls to alternative contact locations (for example, home, other1, other2).
- Associate a single number with all of your outbound calls.
- Automatically download your configuration settings, including a list of valid emergency numbers, from the Avaya 3100 Mobile Communicator Gateway.
- When you dial an emergency number (for example, 911) on the Avaya 3100 MC - Client for Nokia, the system automatically switches to the native device phone in order to place a call. Your administrator configures the emergency telephone numbers in the Avaya 3100 Mobile Communicator Gateway.
- Use the following call modes:
 - Call-me-First: In this mode, your calls are set up in two stages. First, the system calls you. After you answer, the system calls the other party.
 - Direct: In this mode, you can initiate calls directly from your Nokia device to other parties.

For more information, see [“Call modes” on page 37](#).

Note: You must configure your Outgoing Call Service DN in the Avaya 3100 MC - Client settings before you can use the Direct call mode. Your system administrator provides the Outgoing Call Service DN to allow direct Avaya 3100 MC - Client calling from your Nokia device.

- Outbound Call From: you can start a call on your mobile device and then switch over and speak to the person from another device.
- Inbound Call modes:
 - Screen Pop: In this mode, you receive a screen pop-up pane with the far end caller identification and the choice to accept or reject the call. The cellular call automatically answers on your mobile device.
 - Auto Accept: In this mode, the call automatically forwards to your cellular device and you manually accept the incoming call. The far end caller identification may only be presented if your Private Branch Exchange (PPBX) supports number substitution and number substitution is permitted in your region.
 - Do Not Disturb: In this mode, all incoming calls route to your Enterprise voice mail.
- Available telephony features:
 - call hold and retrieve
 - call transfer—supervised and unsupervised
 - call swap
 - three-way conference call
 - speaker mode.

Note: If you are connected to a 3G network, you can exchange instant messages and track presence while you are engaged in a voice call.

Language support

Avaya 3100 MC - Client for Nokia supports the following languages:

- Chinese
- Dutch
- English
- French
- German
- Japanese
- Norwegian
- Russian
- Swedish

When you install the client loads using the over the air download method, the system recommends a load. You can select download the recommended software or you can select a different software package.

Note: The language of your Nokia device is factory-configured and cannot be changed.

Getting started

This section contains the following topics:

- [“Before you begin” on page 11](#)
- [“System and network requirements” on page 11](#)
- [“Subscriber identity module \(SIM\) card” on page 13](#)
- [“Battery life” on page 13](#)

Before you begin

Before you install the Avaya 3100 MC - Client for Nokia application, complete the following checklist:

- Install the Nokia PC Suite software and ensure it is working properly.
- Become familiar with navigation and data entry methods for your Nokia device.

System and network requirements

The Avaya 3100 MC - Client for Nokia has the following system requirements.

Important Notice:

Users are advised to select and use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks. Users should check that their headsets meet their respective National or International Acoustic and Safety requirements.

Table 1: System requirements

Hardware and software	Type
Operating system	Symbian v9.1, Series 6.0, 3rd Edition Symbian v9.2, Feature Pack 1, Series 60 3rd Edition *The operating system includes Java software (J2ME, MIDP 2.0, CLDC 1.1).
Network interface	Internet access.
Nokia device	Nokia E63, E66, E71, E72, E75, E90, N95
Battery	Charged battery in your device.
Other hardware	A desktop or laptop PC with a USB port. A USB connection cable.
Other software	Nokia PC Suite software installed on your desktop or laptop PC (to transfer the files to the device).

For a list of the latest supported devices, see the *Avaya 3100 Mobile Communicator Product Bulletin* at www.avaya.com.

For installation information, see “[Software installation](#)” on page 15.

Device usage

Functionality can be accessed using the keys and buttons in the following table.

Table 2: Key and button functionality

Key or button	Description
5-way scroll key	Use to scroll through screens and menus, and to select settings.
Selection keys	Use to perform the functions indicated by the text above it (for example, Menu Selection).
Call key	Use to dial numbers and answer calls.
End key	Use to end or reject a call.
Menu key	Use to open the main menu.
Number keys	Use to enter numbers and characters.

Network specifications

The following network specifications are required:

- Cellular network subscription
- Cellular Internet access (for example, GPRS, EDGE, CDMA 1xRTT, or EVDO)

Server specification

The corporate network requires a minimum of one Communication Server to support Avaya 3100 MC - Client for Nokia.

The corporate network must have an Avaya 3100 Mobile Communicator Gateway to deploy Avaya 3100 MC - Client for Nokia. Dedicated commercial off the shelf (COTS) server platforms support the Avaya 3100 Mobile Communicator Gateway software.

Cellular data plan usage

[Table 3 "Cellular data plan usage" on page 12](#) show the approximate data usage for various Avaya 3100 MC - Client functions.

Table 3: Cellular data plan usage

Command	Bytes (Approximate)
Login	1000
Logout	900
Call screening mode change	800
Incoming call notification	800

Table 3: Cellular data plan usage

Command	Bytes (Approximate)
Incoming call answer	900
Outgoing call (Call-me-First)	1000
Outgoing call (Direct)	1000
MWI Update	500
Client polling (every 240 seconds)	700

Sample calculation

Using the following assumption for a Avaya 3100 MC - Client user:

- 5 logon or logout attempts per day.
- 3 calls per hour (2 inbound, 1 outbound) within an 8 hour workday.
- 5 message waiting indicator updates per day.

The following calculations show data usage per month, assuming 20 work days per month:

Logon and logout attempts

$$((5 * 1000) + (5 * 900)) * 20 = 190\ 000 \text{ bytes}$$

3 calls per hour (2 inbound, 1 outbound) during an 8 hour day

$$((2 * 800) + 2 * 900) + 1000 * 8 * 20 = 704\ 000 \text{ bytes}$$

5 message waiting indicator updates

$$500 * 20 = 10\ 000 \text{ bytes}$$

Client polling (every 240 seconds or 15 an hour)

$$15 * 700 * 24 \text{ hours} * 30 \text{ days} = 7\ 560\ 000 \text{ bytes}$$

The sum of cellular data use per month is:

$$190\ 000 + 704\ 000 + 10\ 000 + 7\ 560\ 000 = 8\ 464\ 000 \text{ bytes.}$$

Subscriber identity module (SIM) card

You can change the SIM card in your device. As long as the new SIM card supports a data connection, the device sends the telephone number associated with the SIM to the Avaya 3100 Mobile Communicator Gateway during the log on process. You continue to make and receive calls without changing your client configuration. People calling you do not dial different telephone numbers when you change SIM cards.

Battery life

The battery life of your Avaya 3100 MC - Client device will vary, depending on the amount of use. While operating in standby mode, you can expect 24 hours standby time while connected to a 2G network, and 10 hours standby time while connected to a 3G network.

There are many factors that affect battery life. If you have devices for which you do not get the above standby time, then you should contact Avaya Support to discuss the scenario.

Software installation

This section describes how to install, upgrade, and uninstall the Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for Nokia on a supported Nokia device. There are two ways to install or upgrade the Avaya 3100 MC - Client for Nokia: from a computer or over the air.

Before you install or upgrade the Avaya 3100 MC - Client for Nokia software from a computer, ensure that your Nokia device and your PC are connected using a Universal Serial Bus (USB) cable and ensure that Nokia PC Suite software is installed on your PC.

Note 1: Ensure that your device has the correct date and time.

Note 2: In some cases, it is necessary to remove the existing software components prior to performing an upgrade. Check with your system administrator or read the release notes before proceeding with an upgrade.

Note 3: If you are upgrading from an earlier release, you must perform an initial software installation, not an upgrade. After reinstalling the software, change the Avaya 3100 Mobile Communicator Gateway address on the Systems Settings screen if instructed to do so by your system administrator.

Note 4: If you wish to use Hypertext Transfer Protocol Secure (HTTPS) with certificates, you should install the certificate prior to installing the Avaya 3100 Mobile Communicator - Client.

Use the following procedures to install, upgrade, and uninstall the Avaya 3100 MC - Client for Nokia software.

- [“Installing the Avaya 3100 MC - Client for Nokia software from a computer” on page 15](#)
- [“Installing the Avaya 3100 MC - Client for Nokia software over the air” on page 16](#)
- [“Upgrading the Avaya 3100 MC - Client for Nokia software from a computer” on page 17](#)
- [“Upgrading the Avaya 3100 MC - Client for Nokia software over the air” on page 18](#)
- [“Moving the Avaya 3100 MC - Client for Nokia icon to the menu screen” on page 19](#)
- [“Uninstalling the Avaya 3100 MC - Client for Nokia software” on page 19](#)
- [“Installing security certificates” on page 19](#)

Installing the Avaya 3100 MC - Client for Nokia software from a computer

You can use your desktop PC or laptop to install the Avaya 3100 MC - Client software. After downloading the latest software load, you install it on your Nokia device using a USB connection.

Before installation, install the Nokia PC Suite on your computer and configure the device with the correct date and time.

The following procedure details the steps required to install the Avaya 3100 MC - Client for Nokia software from a computer.

A zipped file contains the Avaya 3100 MC - Client for Nokia software and documentation. Extract the contents of this file to a folder on your computer before you install the software.

Installing the Avaya 3100 MC - Client for Nokia software (new install) from a computer

1. On your computer, open a web browser and enter the HTTPS or Hypertext Transfer Protocol (HTTP) address of the User Portal:

http://<IP address or hostname>:8282/adminserver/userportal.html

https://<IP address or hostname>:8553/adminserver/userportal.html

Note: Ask your system administrator for the correct hostname and port settings.

2. Use the controls to locate the software file you require for your device, and click **Download**.
3. Click **Save**.
4. Navigate to the folder where you want to store the software files and click **Save**.
5. Extract the files from the zip file and save them to a folder on your computer.
6. Connect the device to your computer using a USB cable.
7. Select **Start, Programs, Nokia PC Suite, Nokia PC Suite**.
8. Use the browser to locate the software files you extracted, and select **mcc3100_ip1_<number>.sisx**.
9. Select **Options, Install**.
10. Follow the prompts to install the SISX file.

Note: For best performance, install the application to the phone memory and not to a memory card.

11. Optionally, move the Avaya 3100 MC - Client for Nokia application icon to the menu screen of your Nokia device. For more information, see [“Upgrading the Avaya 3100 MC - Client for Nokia software from a computer” on page 17](#).

Note: If an error occurs during installation, you may see one of the following messages: Authorization failed; Incorrect certificate; Invalid jar. file. You need to restart the device and follow the installation procedures again.

Installing the Avaya 3100 MC - Client for Nokia software over the air

You can maintain Avaya 3100 MC - Client software directly from your Nokia device using a wireless data connection (over the air). To complete the initial installation, open a browser on your Nokia device, access the software Web site and download and install the software. To upgrade, see [“Upgrading the Avaya 3100 MC - Client for Nokia software over the air” on page 18](#).

When you perform an over the air software installation, the system recommends a software load that matches your Nokia device’s operating system, features, and language. You can accept the recommendation or select a different load. For more information, see [“Language support” on page 10](#).

Installing the Avaya 3100 MC - Client for Nokia software (new install) over the air

1. On your Nokia device, if the Avaya 3100 MC - Client for Nokia is running, select **Quit**.
2. Press the **Menu** key.
3. On the Menu screen, select **Web**.

4. Use the following address format to access the user portal Web page:
http://<hostname or IP address>:8080/m
OR
https://<hostname or IP address>:8443/m
Note: Obtain the actual hostname or IP address and port settings from your system administrator.
5. Do one of the following:
 - To install the recommended software load, select the **Installable** link.
 - To select a different software load, select **All other software for your platform**, scroll to a load, and select the **Installable** link.
6. When prompted to download and install the software, select **Yes**.
7. Review the following details on the details screen:
 - Name
 - Version
8. Select **Continue**.
Note: For best performance, install the application to phone memory and not to a memory card.
9. If the software is already installed, select **OK** to upgrade it.
10. After the installation completes, exit the web browser.
11. Optionally, move the Avaya 3100 MC - Client for Nokia application icon to the menu screen of your Nokia device. For more information, see [“Moving the Avaya 3100 MC - Client for Nokia icon to the menu pane” on page 19](#).

Upgrading the Avaya 3100 MC - Client for Nokia software from a computer

This section describes how to upgrade or reinstall the Avaya 3100 MC - Client for Nokia software. When you upgrade the software, your data is saved automatically.

Upgrading the Avaya 3100 MC - Client for Nokia software from a computer

1. If the Avaya 3100 MC - Client for Nokia is running, stop it by selecting **Quit**.
2. On your computer, open a Web browser and enter the HTTPS or HTTP address of the User Portal:
http://<IP address or hostname>:8282/adminserver/userportal.html
https://<IP address or hostname>:8553/adminserver/userportal.html
Note: Ask your system administrator for the correct hostname and port settings.
3. Use the controls to locate the software file you require for your device, and click **Download**.
4. Click **Save**.
5. Navigate to the folder where you want to store the software files and click **Save**.
6. Extract the files from the zip file and save them to a folder on your computer.
7. Connect the device to your computer using a USB cable.
8. Select **Start, Programs, Nokia PC Suite, Nokia PC Suite**.

9. Click **File Manager**.
The Nokia Phone Browser window appears.
10. Use the browser to locate the software files you extracted, and select **mcc3100_ip1_<number>.sisx**.
11. Select **Options, Install**.
12. Follow the prompts to install the SISX file.

Note: For best performance, install the application to the phone memory and not to a memory card.

13. Optionally, move the Avaya 3100 MC - Client for Nokia application icon to the menu screen of your Nokia device. For more information, see [“Upgrading the Avaya 3100 MC - Client for Nokia software from a computer” on page 17](#).

Note: If an error occurs during installation, you may see one of the following messages: Authorization failed; Incorrect certificate; Invalid jar. file. You need to restart the device and follow the installation procedures again.

Upgrading the Avaya 3100 MC - Client for Nokia software over the air

Use this procedure to upgrade the Avaya 3100 MC - Client for Nokia software over the air.

Upgrading the software over the air from your Nokia device

1. On your Nokia device, if the Avaya 3100 MC - Client for Nokia is running, select **Quit**.
2. Press the **Menu** key.
3. On the Menu screen, select **Web**.
4. Use the following address format to access the user portal Web page:
http://<hostname or IP address>:8080/m
OR
https://<hostname or IP address>:8443/m
Note: Obtain the actual hostname or IP address and port settings from your system administrator.
5. Do one of the following:
 - To install the recommended software load, select the **Installable** link.
 - To select a different software load, select **All other software for your platform**, scroll to a load, and select the **Installable** link.
6. When prompted to download and install the software, select **Yes**.
7. Review the following details on the details screen:
 - Name
 - Version
8. Select **Continue**.
Note: For best performance, install the application to phone memory and not to a memory card.
9. If the software is already installed, select **OK** to upgrade it.
10. After the installation completes, exit the web browser.

11. Optionally, move the Avaya 3100 MC - Client for Nokia application icon to the menu screen of your Nokia device and press **OK**. For more information, see [“Upgrading the Avaya 3100 MC - Client for Nokia software from a computer” on page 17](#).

Moving the Avaya 3100 MC - Client for Nokia icon to the menu pane

Complete this procedure to make the Avaya 3100 MC - Client for Nokia application icon available on the menu screen of the Nokia device.

Moving the Avaya 3100 MC - Client for Nokia icon to the menu screen

1. On your Nokia device, press the **Menu** key.
2. Select **Installations**.
3. Highlight the Avaya 3100 MC - Client for Nokia icon, and then select **Options, Move to folder**.
4. Select **Move To: Menu**.
5. Press **Back** to return to the Menu pane.
6. Highlight the Avaya 3100 MC - Client for Nokia icon, and select **Options, Move**.
A check mark appears in the upper right corner of the icon.
7. Use the five-way scroll key to select the screen position where you want to place the Avaya 3100 MC - Client icon, and then press the scroll key.

The Avaya 3100 MC - Client for Nokia icon moves to the position you selected.

Note: If you do not move the application icon to the Main pane, then the Avaya 3100 MC - Client is available in the Installation folder.

Uninstalling the Avaya 3100 MC - Client for Nokia software

This section describes how to remove the Avaya 3100 MC - Client for Nokia from your device.

Uninstalling the Avaya 3100 MC - Client for Nokia software

1. Open the Applications Manager from one of the following locations:
 - **Menu, Tools, App. Mgr**
 - **Menu, Tools, Settings, App. Mgr**
 - **Menu, Installations, App. Mgr**

The Applications Manager appears.

2. Highlight **Avaya 3100 MC - Client Starter**.
3. Select **Options, Remove**.
4. Select **Yes** to confirm application removal.

Installing security certificates

Your system administrator may send you instructions for installing a security certificate on your Nokia device. When the Certificate Uses prompt appears, you must select the Internet check box.

Note: Install the certificate prior to connecting to the Avaya 3100 Mobile Communicator Gateway.

Avaya 3100 MC - Client for Nokia configuration

This section contains the following topics:

- [“Initial configuration” on page 21](#)
- [“Configuring the client settings” on page 22](#)

Initial configuration

The first time you start the Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for Nokia after you install it on your Nokia, you must configure the following parameters provided by your system administrator:

- your account username and extension
- your account password
- the Avaya 3100 Mobile Communicator Gateway IP address
- your Nokia telephone number

The next time you start Avaya 3100 MC - Client for Nokia, you automatically log on to the network.

The following procedure details the steps required to configure the initial Nokia parameters.

Configuring initial Nokia parameters

1. Obtain your user name, password, Avaya 3100 Mobile Communicator Gateway IP address, and Nokia telephone number from your system administrator.
2. Start the Avaya 3100 MC - Client for Nokia application. For more information, see [“Starting and exiting the Avaya 3100 MC - Client for Nokia” on page 31](#).

Note: If the Main screen appears, then your basic settings are already configured, and you can start using the application.

3. Click the **Menu** key.
4. From the Menu pane, select the **Applications** folder and then select the **Avaya 3100 MC - Client for Nokia** application icon.

The First Time Settings pane appears.

5. On the First Time Settings pane, configure the following parameters.
 - In the **Username** field, enter user name provided by your system administrator.
 - In the **Password** field, enter the password provided by your system administrator.
 - In the **Primary Server Address** field, enter the address provided by your system administration in the format:
xxx.xxx.xxx.xxx
 - In the **Primary Server Port** field, enter the port number provided by your system administrator. The default value is 8443.
 - In the **Use Secure Connection** field, select On or Off. The default value is Off.
 - In the **WLAN Access Point** field, select from a list of available WiFi access points already specified on your device.
 - In the **Cellular Access Point** field, select from a list of available Cellular access points specified on your device.

- In the **Cell Number** field, enter your cell number as it would be dialed from your Enterprise telephone system.

6. Select **Login**.

The Avaya 3100 MC - Client application logs on to the system.

7. Select **Yes** and then **OK** in response to the prompts.

If logon is successful, the remaining configuration settings are automatically downloaded from the Avaya 3100 Mobile Communicator Gateway and you can begin using the Avaya 3100 MC - Client for Nokia to place calls and send instant messages.

Note: If you are using a GSM device, your service provider may require you to program an Access Point Name (APN), username and password on the device under Tools, Settings, Connection, Access points.

Configuring an Enterprise WLAN Access Point

Use this procedure to configure an access point, if one is not already configured on your device.

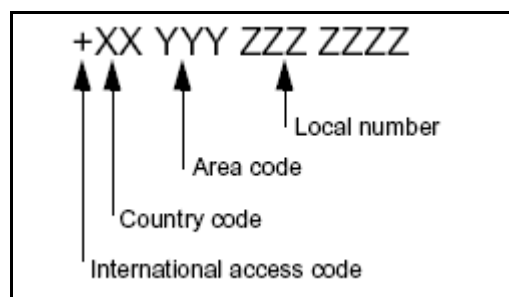
1. From the device main screen, select **Tools, Connectivity, Connection Manager, Available WLAN networks**.
2. Select **Options, Define Access Point**.
3. Configure the Access Point. For more information, see your device user guide.

Configuring the client settings

Use the Settings pane to manage your connection to the network. As a minimum, you must enter your user name, password, Avaya 3100 MC - Client address, and Outgoing Call Service DN on this pane. For more information, see [“Initial configuration” on page 21](#).

Avaya recommends that the Outgoing Call Service DN includes the international access code (+) and your country code as part of the number to facilitate roaming. For example, +1 613 123 1111. For more information, see [Figure 1 "Outgoing Call Service DN structure" on page 22](#).

Figure 1: Outgoing Call Service DN structure



Consult with your system administrator to obtain your Outgoing Call Service DN and other system settings.

Configure Client settings using the following procedures:

- [“Configuring Login Information” on page 23](#)
- [“Configuring Owner Information” on page 23](#)
- [“Configuring your Application Settings” on page 25](#)
- [“Configuring your Call Settings” on page 26](#)

- [“Configuring IM and Presence Settings” on page 28](#)
- [“Configuring Network Settings” on page 28](#)

Configuring Login Information

1. From the Avaya 3100 MC - Client for Nokia main pane, select **Settings**.
The Settings pane appears.
2. Select **Login Information**.
3. On the Login information pane, configure the user name and password information.

Table 4: Login Information pane fields

Field	Settings
Username	Your user name on the Avaya 3100 Mobile Communicator Gateway. (Required).
Password	Your password on the Avaya 3100 Mobile Communicator Gateway. (Required).
Primary Avaya 3100 Mobile Communicator Gateway Address	Enter the IP address or the domain name and port of the primary Avaya 3100 Mobile Communicator Gateway: Format: xxx.xxx.xxx.xxx
Primary Server Port	Configures the port to use when connecting to the server. The default port is 8442 for secure connections and 8080 for insecure connections.
Use Secure Connection	Configuring the secure connection to On (Default) ensures that all communication between the client and server uses HTTPS security. Configuring the secure connection to Off uses HTTP.
WLAN Access Point	You can select from the WLAN (WiFi) access points configured on the device for data roaming.
Cellular Access Points	You can select from the cellular data connections available on the device.

4. From the menu, select **Options, Save**.

You log on and the Main screen appears.

Configuring Owner Information

Use the Owner Information pane to enter personal information, such as your name, contact settings. As a minimum, you must enter your mobile telephone number on this pane after you perform the steps in [“Initial configuration” on page 21](#). Check with your system administrator to determine whether the international access and country codes are required.

Configuring owner information

1. From the Avaya 3100 MC - Client for Nokia main pane, select **Settings**.
2. From the Settings pane, select **Owner Information**.

The Owner Information pane appears. For more information, see [Table 5 "Owner Information pane fields" on page 24](#)

3. Complete the fields on the Owner Information pane using the information in the following table as a guide.

Table 5: Owner Information pane fields

Field	Settings
First Name	Enter your first name
Last Name	Enter your last name
Display Name	Enter the name the way you want it displayed.
IM Address	Enter your instant messaging address.
Desk Extension	Enter your desk extension.
Home Number	Enter your home number. You can direct a call to this number when: <ul style="list-style-type: none"> • You call someone using Call-me-First mode. • You receive an incoming call and Call Screening mode is enabled.
Cell Number	Enter your cellular number. By default, this is your device cell number, as read from the SIM card.
Custom Number 1	Enter an additional number, such as a temporary business number. You can direct a call to this number when: <ul style="list-style-type: none"> • You call someone using Call-me-First mode. • You receive an incoming call and Call Screening mode is enabled.
Custom Number 2	Enter an additional number. You can direct a call to this number when: <ul style="list-style-type: none"> • You call someone using Call-me-First mode. • You receive an incoming call and Call Screening mode is enabled.

Only the Avaya 3100 MC - Client for Nokia uses the information you enter on the Owner information pane. No information is uploaded to any other application.

4. Select **Options, Save**.

Configuring your Application Settings

Use the Application Settings pane to configure preferences for the application.

Configuring the application settings

1. From the Avaya 3100 MC - Client for Nokia main pane, select **Settings**.
2. From the Settings pane, select **Application Settings**.
3. Complete the fields on the Application Settings pane using the information in the following table as a guide.

Table 6: Application Settings pane fields

Field	Settings
Start on Phone Startup	<p>Select On to start the application automatically when your Nokia device is started.</p> <p>Select Off (default) to manually start the application.</p> <p>Note: Start on Phone Startup only occurs if the application is installed in the phone memory.</p>
Action on Bus. Contacts	<p>A double switch to enable one of two default actions when clicking on a user using the navigation joystick in your business contact list:</p> <ul style="list-style-type: none"> • Call: If a business contact is selected, the primary contact is called. • IM: If a business contact is selected, a current or new IM dialog window opens.
Search on Phone View	<p>Controls the action when the Phone pane displays and you press a letter key.</p> <p>On (default): The search panel displays.</p> <p>Off: The letter appears in the entry field.</p>
Language	<p>Select the language to use in the user interface and for prompts from the Avaya 3100 Mobile Communicator Gateway.</p>
Logging	<p>Select On (default) to turn on logging.</p> <p>Selecting Off means that the Avaya 3100 MC - Client does not log information for debugging field issues.</p>

Table 6: Application Settings pane fields

Field	Settings
Logging Level	<p>There are five logging levels:</p> <ul style="list-style-type: none"> • Error: Only critical issues are logged. • Warning: Only critical and major issues are logged. • Info (Default): Critical, major and minor issues are logged. • Debug: Developer debug information. Not recommended for normal operation. • Max: All logs types turned on.
Show Signals	Displays the signal strength of the WiFi network on the dashboard.

Configuring your Call Settings

Use the Call Settings pane to select a call screening mode and configure the instant conference notification period.

Configuring your call settings

1. From the Avaya 3100 MC - Client for Nokia main pane, select **Settings**.
2. From the **Settings** pane, select **Call Settings**.
3. Complete the fields on the pane using the information in the following table as a guide.

Table 7: Call Settings pane fields

Field	Settings
On Incoming Calls	<p>Select a call handling mode:</p> <ul style="list-style-type: none"> • Show Client Alert (Default): Incoming calls over the cellular network trigger an alert. You must acknowledge the screen pop-up to accept or decline the call. The incoming cellular call is auto answered on your behalf. • Show Nokia Alert: Incoming calls immediately forward to your cell phone, and a message displays that the call has been accepted and you must answer the incoming call. <p>Avaya recommends that you configure Show Client Alert in the following conditions:</p> <ul style="list-style-type: none"> • you use a password to lock your screen. • you use a Bluetooth headset to accept your incoming calls.

Table 7: Call Settings pane fields

Field	Settings
Preferred Call Setup	<p>Select how calls are placed from the device.</p> <p>Direct (Default): Calls are placed directly to the other party through the enterprise network.</p> <p>Call Me First: Calls are placed by having the enterprise network call you first, then connecting to the second party.</p>
Call From	<p>Call From allows you to start calls from devices other than your mobile device.</p> <p>By default, the Call From setting is your mobile device.</p>
Call Intercept	<p>Call Intercept can be turned on or off.</p> <ul style="list-style-type: none"> • On (default): All calls placed from the device (even those placed from the native address book or native home screen) route through the Avaya 3100 Mobile Communicator Gateway. This allows you to only show your enterprise telephone number when calling people on company business. • Off: Calls placed from the native dialer do not route through the Avaya 3100 Mobile Communicator Gateway. The other party sees the call as coming from your private cellular ID.
Outgoing Service DN	<p>Enter the call service directory number (DN) for client calls. You can obtain this required setting from your system administrator.</p> <p>You can place calls from your wireless device to other parties using the Direct mode.</p> <p>To enable the Direct mode, leave your caller ID visible on the device.</p>
Voice Mail Number	<p>This setting automatically downloads when you first configure the application. This is the internal extension number used to access your voice mail.</p> <p>This setting may be configurable in companies where there are different voice mail numbers for different users.</p>
Emergency Numbers	<p>This parameter automatically downloads when you first configure the system. These numbers cannot be changed.</p> <p>This parameter displays the list of numbers, that when dialed on your Nokia device automatically call through the cellular network.</p>

- From the menu, select **Options, Save**.

Configuring IM and Presence Settings

On the IM and Presence status pane, select IM and presence alerts.

- From the Avaya 3100 MC - Client for Nokia main pane, select **Settings**.
- From the **Settings** pane, select **IM and Presence Settings**.
- Complete the fields on the pane using the information in the following table as a guide.

Table 8: IM and Presence Settings pane fields

Field	Settings
Auto Presence	Automatically update the presence of any users configured in your business contact list. Default: Off
Clear Presence (min.)	Configure the interval (in minutes) that a presence query result displays in the buddy list pane (when auto presence is turned off). Default: 1 minute
Incoming IM Alert	Turn On (default) to display a window for incoming message or presence alerts. Turn Off to not display an alert window for incoming messages or presence alerts.
Incoming IM Tone	Turn On (default) to hear a tone for incoming IM messages or presence alerts. Turn Off for no tone alerting.

Configuring Network Settings

- From the Avaya 3100 MC - Client for Nokia main pane, select **Settings**.
- From the **Settings** pane, select **Network Settings**.
- Complete the fields on the pane using the information in the following table as a guide.

Table 9: Network Settings pane fields

Field	Settings
WiFi Roaming Threshold	A sidebar allows you to configure the midpoint WiFi signal strength value used along with the WiFi signal variance to determine the high and low thresholds for data handoff between the WiFi and cellular network. Values are between -55dBm and -100dBm.

Table 9: Network Settings pane fields

Field	Settings
WiFi Roaming Variance	A sidebar setting that allows you to configure the variance around the WiFi threshold that will trigger the data handoff, and avoid the Nokia device jumping between the WiFi and cellular network in an uncontrolled way when it is close to the threshold.
Connection Timeout	<p>Configure the default interval for the Nokia device to refresh its connection with the enterprise network.</p> <p>The default is 90 seconds. Lowering the timer increases the refresh frequency, and lowers the latency between data transfers from the server to your Nokia device, significantly increasing the battery usage.</p>
Home Carrier Only	<p>A toggle switch setting (Default: Off) that allows the Nokia device to roam its data connection off the home network.</p> <p>Configure this parameter to On to prevent the Nokia device from incurring cellular data roaming charges in foreign networks.</p>
Secondary Server Address	<p>Enter the IP address of the secondary Avaya 3100 Mobile Communicator Gateway.</p> <p>This automatically downloads when you first configure the system. The format is the IP address of the Avaya 3100 Mobile Communicator Gateway. It automatically uses the same port and security settings as the primary connection.</p> <p>Example: 209.123.123.124</p>

Basic features

This section contains the following topics:

- [“Starting and exiting the Avaya 3100 MC - Client for Nokia” on page 31](#)
- [“Logging on and logging off” on page 31](#)
- [“Hiding and restoring the Avaya 3100 MC - Client for Nokia” on page 32](#)
- [“Overview of the main pane” on page 32](#)
- [“Navigating panes” on page 34](#)

Starting and exiting the Avaya 3100 MC - Client for Nokia

This section describes how to start and exit the Avaya 3100 MC - Client application.

Starting the Avaya 3100 MC - Client application on a Nokia device

1. Press the **Menu** button.
2. Select the **Applications** folder.
3. Select the **Avaya 3100 MC - Client** application icon.

The Avaya 3100 MC - Client for Nokia application starts.

Note: On some Nokia devices, the application icon is available under **Menu, Installations**.

Exiting the Avaya 3100 MC - Client application on a Nokia device

1. Go to the Home screen of the Avaya 3100 MC - Client.
2. From the menu, select **Options, Exit**.

Note: Avaya recommends that you exit the Avaya 3100 MC - Client for Nokia application before you shut off your device.

Logging on and logging off

You may wish to log out of the Avaya 3100 MC - Client for Nokia but leave the client running. Once logged off, you can easily log back on again.

Logging on

1. Go to the Home screen.
2. Select **Options, Login** from the menu.

The status indicator changes to *Available*.

Logging off

1. Go to the Home screen
2. Select **Options, Logout** from the menu.

The status indicator changes to *Offline*.

The Avaya 3100 MC - Client for Nokia application remains active when you are logged off. To exit the application, see [“Starting and exiting the Avaya 3100 MC - Client for Nokia” on page 31](#)

Hiding and restoring the Avaya 3100 MC - Client for Nokia

To use another application, you can temporarily hide the Avaya 3100 MC - Client for Nokia application.

1. From any pane, press the **Menu** key and select another running application, or return to the device main screen.

OR

Navigate to the Home screen, and select **Hide**.

The application does not appear, but remains running in the background.

To restore the application,

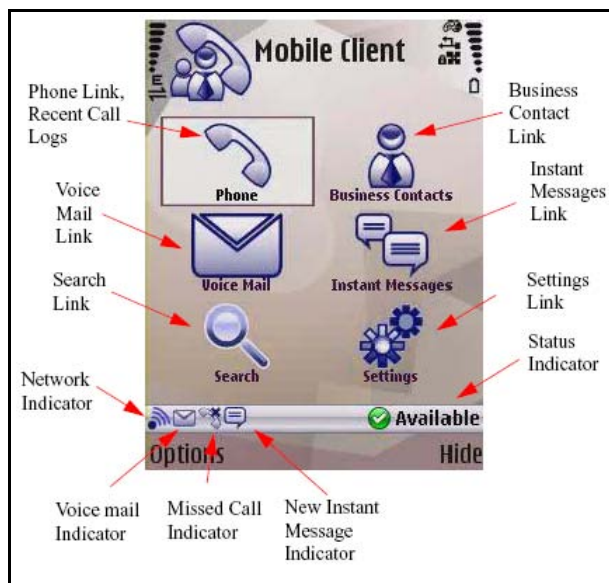
1. Select and hold the **Menu** key
2. Scroll through the list and select **Avaya 3100 MC - Client for Nokia**.

You return to the last pane you used.

Overview of the main pane

After you configure the Avaya 3100 MC - Client for Nokia (see [“Initial configuration” on page 21](#)), the Main pane appears whenever you start the Avaya 3100 MC - Client for Nokia. The Main pane menu provides access to the full functionality of the Avaya 3100 MC - Client for Nokia. The following figure shows the indicators and links. Your device may show a slightly different window.

Figure 2: Avaya 3100 MC - Client for Nokia Main pane



Status Indicator

The Status Indicator on the Main pane shows your current presence status on the network. For example, if Available appears, then you are logged on and available to take calls. The text color visually indicates your availability:

- Available (green text): Logged on.
- Offline (grey text): Logged off.

You can change your presence status from the Main pane by selecting Options, My Status. The following status options are available:

- Available (Default)
- Away
- Extended Away
- Busy
- Do Not Disturb : Do Not Disturb status also specifies a call handling state that ignores all incoming call requests to your Nokia device. The incoming call rings on other devices or clients that you are logged on to. The incoming call goes to voice mail if not answered.
- Appear Offline: You are online, so you have access to all Avaya 3100 MC - Client features, but other users see you as off line.

Network Indicator

The network indicator displays the current data connection used by your Nokia device to connect to the Avaya 3100 Mobile Communicator Gateway. The icons depict the following data connections:

- 2.5G
- 3G

Voice Mail Indicator

The voice mail indicator displays a flag and a counter to indicate if you have voice mail messages. The notification method depends on the voice mail system.

To access the voice mail system and listen to your voice mail messages, select the voice mail link and then select the Call Voice Mail soft key.

After you listen to your voice mail messages, the flag clears. The voice mail count decreases depending on how the voice mail system notifies the Nokia device on how many message have not yet been heard.

Missed Call Indicator

The missed call indicator shows if you have missed any calls. Select the Phone icon to display the phone panel with the most recent call history, including outgoing calls, missed calls, and received calls.

Selecting the Phone icon clears the missed calls information.

New Instant Message Indicator

The New Instant Message Indicator shows if you have any new instant messages. Select the Instant Messages icon to display a list of active conversations.

The Instant Message Indicator clears after unread conversations are viewed.

Phone link

Select the phone link to display the phone pane. The phone pane displays outgoing calls, missed calls, and received calls.

You dial telephone numbers in the phone pane.

Business Contacts link

Select the business contacts link to display a list of your favorite contacts.

You can:

- Add, delete, and edit contacts
- Call and send instant messages to your contacts
- View the online presence status for a contact

Voice Mail link

Select the Voice Mail link to access your voice mail messages.

To access the voice mail system and listen to your voice mail messages, select the Voice Mail link and then select Call Voice Mail.

After you listen to your voice mail messages, the flag clears. The voice mail count decreases depending on how the voice mail system notifies the Nokia device on how many message have not yet been heard.

Saved messages are not displayed in the count.

Instant Messages link

Select the Instant Messages link to display a list of active conversations.

The Instant Message Indicator clears when you view new conversations.

Search link

Select the search link to display the local contacts and corporate directory search pane.

You can search business contacts, native device contacts, and the corporate directory.

Settings link

Select the settings icon to display the settings pane.

You can change your Nokia device settings and options.

Navigating panes

Use the five-way scroll key to scroll panes, select or navigate menus, and select settings. Use on-screen soft keys to perform functions indicated by the text above the key (for example, to select from a menu). Use the keypad to enter numbers and characters. Use the Send key to initiate calls and the End key to terminate calls. Use the Menu key to open the main menu, or press and hold the Menu key to jump between running applications.

Accessing panes

The Main pane contains links from which you can access other panes.

Access some panes by selecting menu commands. For example, access the System Settings and Preferences panes from the menu.

Shortcut Keys

In addition to standard navigational aids, Avaya 3100 MC - Client for Nokia provides shortcut keys to speed your workflow. For more information, see [Table 10 "Shortcut keys" on page 35](#).

Note: Some devices may not offer the full range of shortcut keys.

Table 10: Shortcut keys

Key	Action
0-9	While focus is on the Home pane, press any number key to go to the phone pane to begin dialing.

Green call and red hangup buttons

If your wireless device includes a green call button and a red hangup button, use them to quickly access key functions of the Avaya 3100 MC - Client for Nokia application.

Use the green call button to do the following:

- Accept an incoming call.
- Select a recent call entry and dial the number
- Select a contact and dial a number for the contact
- Select a searched contact and dial a number for the contact

Use the red hangup button to do the following:

- Reject an incoming call.
- Minimize the Avaya 3100 MC - Client for Nokia application on the mobile device.

Note: Selecting the red key does not exit the application.

Advanced features

This section contains the following topics:

- [“Placing calls” on page 37](#)
- [“Receiving calls” on page 40](#)
- [“Working with business contacts” on page 41](#)
- [“Searching for contacts” on page 44](#)
- [“Managing presence” on page 44](#)
- [“Using the Mid-Call Features” on page 47](#)
- [“Handoff” on page 49](#)
- [“Sending Instant Messages” on page 49](#)
- [“Logging Events” on page 51](#)
- [“Managing Enterprise voice mail” on page 52](#)

Placing calls

Your enterprise telephone system manages all calls that you place on the Avaya 3100 MC - Client for Nokia. Quickly and easily call your co-workers either by selecting them from a friends list or by dialing their extension number.

One number is associated with all of your outbound calls, regardless of your location. At any time, use the Avaya 3100 MC - Client to initiate calls from your desktop telephone, mobile telephone, or home telephone; the people you call always see the same number.

Important Notice:

Select and use headsets that are designed to reduce excessive sound pressure levels or acoustic shocks. Check that your headset meet its respective National or International Acoustic and Safety requirements.

Call modes

Two call modes are available:

- Direct (default)
- Call-me-First

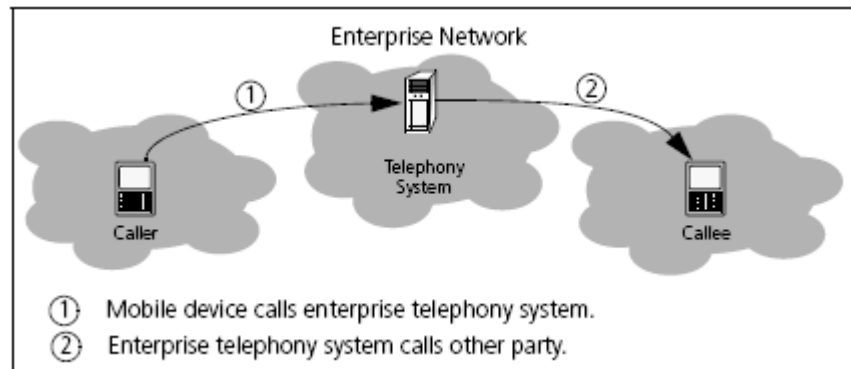
To use these modes, you must configure an Outgoing Call Service DN in your Avaya 3100 MC - Client system settings. For more information, see [“Configuring the client settings” on page 22](#).

Direct calling takes advantage of your corporate cellular voice plan, which covers calls into the Enterprise. Call-me-First calling leverages the enterprise long distance rates when you are roaming in a foreign cellular network.

Direct mode

In Direct mode, initiate calls directly from your device to other parties through the enterprise telephony system. For more information, see [Figure 3 “Direct mode” on page 38](#).

Figure 3: Direct mode

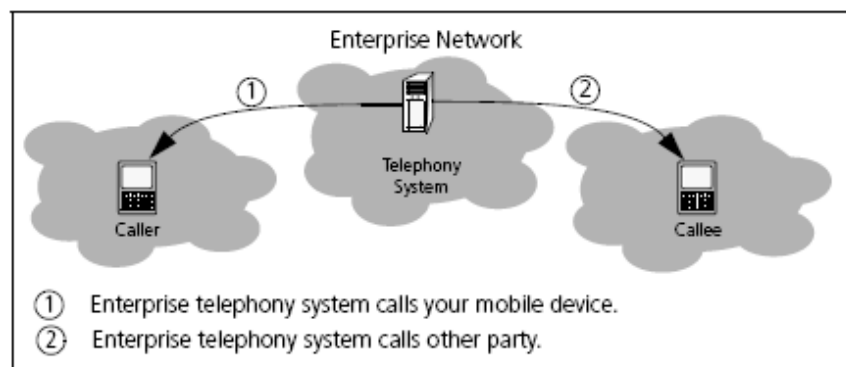


When the Avaya 3100 MC - Client for Nokia is configured for Direct mode, you can switch from Direct mode to Call-me-First mode for advanced calls. For more information, see [“Toggling between call modes” on page 38](#).

Call-me-First mode

In Call-me-First mode, your calls are completed in two steps. First the enterprise telephony system calls you. After you answer, the enterprise telephony system calls the other party. After the other party answers, you are connected and can begin talking. For more information, see [Figure 4 “Call-me-First mode” on page 38](#).

Figure 4: Call-me-First mode



Toggling between call modes

You change between the two calling modes by using Options, Change Call Setup, or by changing your Call Setup parameters (see [“Configuring your Call Settings” on page 26](#)).

Call Intercept

The Avaya 3100 Mobile Communicator can intercept calls made from the native Nokia dialer so that calls can go through the Avaya 3100 Mobile Communicator. Use the Options pane to control the use of the native Nokia dialer. The Options pane displays the status of the feature. Select the Call Intercept entry to toggle the feature.

- When **Call Intercept is on** displays, the Avaya 3100 Mobile Communicator intercept calls made from the native Nokia dialer.
- When **Call Intercept is off** displays, calls route from the native Nokia dialer without Avaya 3100 Mobile Communicator interaction.

Calling a contact

Place a call to a contact from your Nokia device to any of your contact's telephone numbers.

Placing a call to a contact from your Nokia device

1. Navigate to the Main, Phone, Search, or Business Contacts pane.
2. Scroll to a recent call entry or contact.
3. Press the green call button or select **Options, Call <number>**.
4. A prefix pane may appear. Enter the prefix, if any, and press the green dial key again (for example, 9 for an outside line).

The system sets up a direct call between your wireless device and your contact at their default contact location.

Calling from the Quick Dial List

1. Go to the Phone pane.
2. Scroll through the Quick Dial List and highlight an entry.
3. Press the green call button.
OR
Select **Menu, Call <number>**.

Calling from another device

You can initiate a call on your Nokia device and then have the conversation on any of your preconfigured devices. Configure your devices using [“Configuring Owner Information” on page 23](#).

Calling from another device

1. Select **Settings, IM and Call Settings, Call From**.
2. Select the device you want to make the call from.
3. Scroll to a recent call entry or contact.
4. Press the green call button or select **Options, Call <number>**.
5. A prefix pane may appear. Enter the prefix, if any, and press the green dial key again (for example, 9 for an outside line).

The enterprise telephony system calls the device you selected. After you answer, the enterprise telephony system calls your friend at their default contact location.

Note: When you select Call from Extension the system always calls your desktop extension regardless of whether the Avaya 3100 MC - Client is configured to operate in Call-me-First or Direct mode.

Dialing an emergency number

When you dial an emergency number, such as 911 or 112, the Avaya 3100 MC - Client for Nokia switches to the native device phone and the call proceeds over the cellular network.

You do not need to configure your client for emergency dialing. Avaya 3100 MC - Client for Nokia automatically downloads a list of valid emergency numbers from the Avaya 3100 Mobile Communicator Gateway.

To dial an emergency number

1. Ensure that the cellular network connection is active.
2. Do one of the following actions:
 - a. Go to the Phone pane and enter an emergency number.
Press the green call button.
OR
Select the **Options, Call**.
 - b. Go to the main phone screen and enter an emergency number.
Press the green call button.

The native phone appears and the system attempts to place the call on the cellular network.



CAUTION

If the native phone does not appear, hide or close the Avaya 3100 MC - Client, press the green call button on your device, and redial the emergency number in the native phone.

Receiving calls

After you log on, you can receive audio calls from any Avaya 3100 MC - Client for Nokia pane.

Your configuration of the On Incoming Call option in the Call Settings page controls how you receive calls (see [“Configuring your Call Settings” on page 26](#)).

When On Incoming Call is configured to Show Client Alert, you receive an alert pane that there is an incoming call. You must accept or decline the call.

- If you choose “Answer” or “Answer <Location>” and Auto Answer is disabled, your phone rings and you can answer the call.
If you ignore the ringing call, the call goes to the cellular voice mail system.
- If you choose “Answer” or “Answer <Location>” and Auto Answer is enabled, the call is automatically answered.
- If you choose “Reject” or press the red button, the call goes to the enterprise voice mail.

When On Incoming Call is configured to Show Nokia Alert, incoming calls forward to your Nokia phone. A voice prompt asks you to press # to accept the call.

- If you press #, the call establishes.
- If you do not press # (that is, you ignore the call), the call goes to voice mail.
 - If your system administration has enabled the Voicemail Avoidance feature, the call goes to your Enterprise voice mail.
 - If Voicemail Avoidance is disabled, the call may go to either to your Enterprise voice mail or your cellular voice mail. Remember to check both voice mailboxes!

Before you receive calls, configure your contact locations and your call settings. For more information, see [“Configuring Owner Information” on page 23](#) and [“Configuring your Call Settings” on page 26](#).

Receiving a call when call screening is enabled

1. When you receive an incoming call, the Avaya 3100 MC - Client for Nokia Incoming Call Confirmation dialog box appears.
2. To answer the call on the Nokia device, select **Answer** from the menu. Your device rings and you can answer it.
3. To answer the call on another configured device, select **Answer <Location>** from the menu. The call rings in the specified location and you can answer it.
4. To reject the call, press the red hangup button or select **Reject** from the menu. The call terminates.

During the call, the Avaya 3100 MC - Client runs in the background. After the call, the Avaya 3100 MC - Client returns to its original display status.

If you do not answer the call, it is forwarded to your alternate call handling point—another phone or voice mail.

Working with business contacts

The Avaya 3100 MC - Client for Nokia Business Contacts screen provides quick access to your most valued contact. You add people to the Avaya 3100 MC - Client local address book and designate them as Contacts.

Use the Avaya 3100 MC - Client for Nokia to:

- create, delete or edit a contact
- view the current presence status for a contact
- call contacts at any of their numbers
- send an instant message to a contact through the corporate IM system

With mobility-enabled contacts, you can:

- import them from the corporate directory to the Avaya 3100 MC - Client for Nokia
- track their presence status
- send them instant messages

Each contact has a name and at least one contact number: an extension number. Other contact numbers (for example, home, mobile) are optional.

Use the following procedures to manage your contacts:

- [“Adding a contact” on page 41](#)
- [“Importing a contact” on page 43](#)
- [“Editing a contact” on page 43](#)
- [“Deleting a contact” on page 43](#)

Adding a contact

Create a new contact using the Avaya 3100 MC - Client for Nokia. The new contact is added to your Avaya 3100 MC - Client for Nokia Local Address Book and is not uploaded to the Avaya 3100 Mobile Communicator Gateway.

Adding a new contact

1. From the Main pane, select the **Business Contacts** link.
2. Select **Options, New Contact**.
3. Complete the fields on the Edit Contact pane using the information in [Table 11 "Adding a contact" on page 42](#) as a guide.

Table 11: Adding a contact

Field	Settings
First Name	Enter the first name for your contact.
Last Name	Enter the last name for your contact.
IM Address	<p>Enter the instant message (IM) address for your contact, which may be the same as their SIP user name.</p> <p>Examples:</p> <ul style="list-style-type: none"> • 2274 • john <p>Note: If you do not enter an IM address you cannot send instant messages to this contact.</p>
Desk Extension	<p>Enter the office extension number associated with your contact.</p> <p>This number displays on the Incoming Call Confirmation dialog for calls that match this record.</p>
Home number	Enter the home telephone number of your friend. When placing a call to this friend, choose this number from a list.
Cell number	Enter the mobile telephone number of your contact. When you call this contact, choose this number from a list.
Custom Number 1	Enter an additional telephone number of your contact. When you call this contact, choose this number from a list.
Custom Number 2	Enter an additional telephone number of your contact. When placing a call to this contact, choose this number from a list.
Preferred Contact	This is the contact designated as the primary contact by the Avaya 3100 MC - Client for Nokia. By default, this is the Desk Extension.

Note: Provide at least one contact location: Desk Extension, Home, Cell, or Custom number.

4. After you enter the information, press **OK**.

Your contact is added to the Avaya 3100 MC - Client for Nokia local address book and appears on the Contacts pane.

Importing a contact

Import a contact to the Avaya 3100 MC - Client for Nokia from other sources:

- Phone pane
- Corporate Directory (search results) pane

Importing a contact's information saves you time.

Importing a contact

1. From the Main pane, select one of the following menu items:
 - **Phone** to go to the Phone pane.
 - **Search** to go to the Search pane.
2. Select a recent call log or search the native call log or corporate directory.
3. Highlight a call record.
4. Select **Options, Add to Business Contacts**.

Your new contact is added to the Avaya 3100 MC - Client for Nokia local address book.

Note: After you add a contact, check that the contact information is complete. You may need to add a prefix or special character that was removed from the original record.

Editing a contact

You can change the information saved for your contacts.

Editing a contact

1. From the Main pane, select the **Business Contacts** link.
2. Highlight the contact you want to edit.
3. Select **Options, View Contact Details**.
4. Edit the contact information as required.
5. Select **OK**.

The pane displays the contact's updated information.

Deleting a contact

You can delete a contact from the Avaya 3100 MC - Client for Nokia local address book.

Deleting a contact from the Avaya 3100 MC - Client for Nokia local address book

1. From the Main pane, select the **Business Contacts** link.
2. Highlight the contact you want to edit.
3. Select **Options, Delete Contact**.
4. Click **Yes** to confirm the deletion.

The contact is deleted from the Avaya 3100 MC - Client for Nokia local address book.

Searching for contacts

You can search for contacts in your Business Contacts list, the local device address book, and in the Corporate Directory.

Searching for contacts

1. From the Main pane, select the **Search** link.
2. Enter as much of the person's name as you know. You must enter at least one character. The search finds first and last name matches.

As you enter characters, contacts from the local address book and Business Contacts appear. The matches are filtered as you press additional letters. The search will be saved under the local tab.

3. Press the joystick to search the corporate directory.

OR

Select **Options, Search Corporate**.

The search results are saved under the corporate tab. Leaving the Search screen clears the test input area and the search results.

4. Highlight a contact in the search results, select **Options** and call, IM, or add the contact to your Business Contacts list.
 - Select **IM** to send an instant message to the person.
 - Select **Call/Call from Extension/Advanced Call** to initiate a call to the person.
 - Select **Query Presence** to check the presence status of the person, provided that they are mobility enabled.
 - Select **View/Edit** to display the person's information.
 - Select **Add to Contacts** to add the person to the Avaya 3100 MC - Client for Nokia.
 - Select **Add to Group** to add the person to a group.

Note 1: Corporate Directory search results do not remain in memory. When you select **More available**, or if you move to another pane, the results are cleared.

Note 2: To locate a contact, you require a first name or a last name. You cannot locate individuals that have only a display name.

Managing presence

Presence allows you to see when your contacts are online and available, and you can use presence to inform your contacts of your status. For example, if you are busy and want to inform your contacts that you will not be taking calls, you can change your status to *Busy*.

Your presence information can only be shared with contacts using the same IM corporate network or mobility-enabled contacts (users on the same Avaya 3100 Mobile Communicator Gateway).

Changing your presence status

Your presence status automatically updates when you connect to, or disconnect from, the network, and when you are on the phone. Manually configure your current presence status by selecting an entry from a list (for example, Away, On Vacation, Busy), or by adding a customized entry (for example, Working at home today) and selecting it. For information on presence states, see [“Understanding the presence states” on page 46](#).

Changing your presence status

1. From the Main pane, select **Options, My Status**.
2. Select a Presence status from the list.
3. Select **Options, Update Presence** from the menu.

Your presence status is updated for your mobility-enabled contacts.

Handling your custom message

You can configure and clear a custom message.

Changing your custom message

1. From the Main pane, select **Options, My Status**.
2. Select **Set message**.
3. In the field that appears, enter the message.
4. Click **OK**.

Your presence status shows your presence state and the custom message.

Clearing your custom message

1. From the Main pane, select **Options, My Status**.
2. Select **Set message**.
3. In the field that appears, clear the message.
4. Click **OK**.

Note: Changing your presence state does not clear the custom message.

Viewing the presence status of your contacts

You can track the presence status of your mobility-enabled contacts in two ways:

- Manual (default)
- Automatic

In Manual presence status mode, you can query the status of an individual contact.

To receive automatic presence status updates, turn on the Auto Presence parameter. This enables you to stay up-to-date with the latest status information for all of your mobility-enabled contacts.

Note: Because the Avaya 3100 MC - Client for Nokia connects to the network for every status update, enabling Auto Presence uses extra airtime and reduces battery life.

In Manual and Automatic presence mode, you can configure alerts on contacts to inform you of a change in their presence status.

To configure Manual presence mode, Automatic presence mode, or the time that a presence query remains on the screen, see [“Configuring IM and Presence Settings” on page 28](#).

Viewing the presence status of your contacts

1. From the Main pane, select **Business Contacts** link.

The Business Contacts pane appears.

The pane displays a list of contacts. Check the presence of a contact, or of all contacts in the list. If you fail to receive a response, the contact that you are checking may not be mobility-enabled on the system.

2. To check the status of a contact or to configure an alert for a contact, select a contact from the list.
3. From the **Options** menu, choose

- **Get Presence Status** to check the status of a contact in the list.
- **Query All Friends** to check the status of all contacts in the list.
- **Alert on Presence Changes** to be alerted when the status of contacts changes. Only the next change is tracked.

The Business Contacts pane updates with the current presence status of your mobility-enabled contacts.

Understanding the presence states

Presence status is represented by the following states:

- Available (default)
- Away
- Extended away
- Busy
- Do Not Disturb: This status also indicates a call handling state that ignores all incoming call requires to the mobile device. Other devices or clients you are logged in to will ring.
- Appear Offline: You are online, so you can access all Avaya 3100 MC - Client features. However, other users see you as Offline.
- Offline: The user is not available.
- On the Phone

Clearing the presence status of your contacts

You can clear presence status information if it was obtained manually, not automatically.

Clearing the presence status of your contacts

From the Main pane, select **Settings, IM & Call Settings, Clear Presence** from the menu.

The presence status information is cleared for all of your contacts.

Note: The commands noted above are available only when the Avaya 3100 MC - Client for Nokia is configured to operate in manual mode.

Using the Mid-Call Features

While you are engaged in a voice call, you can use the following voice call telephony features:

- Call hold and retrieve: Place the current call on hold, then resume it.
- Call transfer: Transfer the call to another party.
- Swap: Call another party while you are in an established two-party call.
- Conference call: Hold an impromptu three-way conference.
- Speaker mode: Switch call audio from the ear piece to the system speaker.

Call hold and retrieve

Place a call on hold and then resume the call.

Placing a call on hold

While the call is connected, select **Options, Hold Call**. The call is placed on hold.

Retrieving a held call

Select **Options, Unhold Call**.

Call transfer

There are two types of call transfers available:

- Blind: Transfer the call without speaking to the other party.
- Supervised: Speak to the other party before transferring the call.

Blind transferring a call

1. While in a call, select **Options, Hold**.
The call is placed on hold.
2. Dial the number of the other party.
OR
Select the number from the Phone, Search, or Business Contacts panes.
3. Press the green call button.
OR
Select **Options, Call <number>**.
4. Select **Options, Transfer** from the menu while the call is still ringing.
The call on hold is immediately transferred to the second party.



CAUTION

Do not press the red End key to transfer a call. The call will be dropped.

Supervised transferring a call

1. While in a call, select **Options, Hold**.
The call is placed on hold.
2. Dial the number of the other party.
OR
Select the number from the Phone, Search, or Business Contacts panes.
3. Press the green call button.
OR
Select **Options, Call <number>**.
4. After the second party answers, select **Options, Transfer**.



CAUTION

Do not press the red End key to transfer a call. The call will be dropped.

Call swap

You can call another party while you are engaged in an established two-party call.

Swapping between two parties

1. While in a call, select **Options, Hold** from the menu.
The call is placed on hold.
2. Dial or select the second party's number.
3. Select **Options, Call**.
4. After the call to the second party is established, select **Options, Swap** from the Phone screen to alternate between the two parties.

Three-party conference call

1. While in a call with the first party, select **Options, Hold**.
The first call is placed on Hold
2. Dial or select the number of the person you want to call.
3. Select **Options, Call**.
You can wait until the second party answers, or you can connect the second party while the call is still ringing.
4. Select **Options, Conference**.
The call on hold is transferred to a 3-party bridge and you can both hear the second party.

Note: While you are in a three-party conference call, you can use a variety of dialpad controls (for example *5). However, if any of the participants are in a second conference call, the dialpad controls are no longer available.

Cancelling a call with a call on hold

To cancel the active call leg, without hanging up on the party on hold, from the **Phone** pane, select **Options, Cancel**.

Speaker mode

To switch from the ear piece speaker to the system speaker:

- While a call is connected, select **Options, Turn on Loudspeaker**.

To switch from the system speaker to the ear piece speaker:

- While a call is connected, select **Options, Turn off Loudspeaker**.

Handoff

Device handoff requires a Handoff key on your desktop telephone. If you do not have this key configured, contact your system administrator.

Moving a call from your desk telephone to the Avaya 3100 MC - Client

You can move a call from your desk telephone phone to the Avaya 3100 MC - Client.

1. While a call is connected on the desktop telephone, press the **Handoff** key.
2. Answer the call on your Nokia device.
3. Hang up your desktop telephone.

Moving a call from the Avaya 3100 MC - Client to the desktop telephone

You can move a call from your Avaya 3100 MC - Client to your desktop telephone.

1. While a call is connected on the Avaya 3100 MC - Client, press the **Handoff** key on your desk telephone.
2. If you have Station Control Password (SCPW) privacy protection configured, enter the SCPW on your desktop telephone.
3. Disconnect from the call on your Avaya 3100 MC - Client.

Sending Instant Messages

Send instant messages (IM) to your mobility-enabled contacts on the same Avaya 3100 MC - Client for Nokia system. You cannot send instant messages to someone on another messaging system (for example, MSN).

Sending an IM to a single contact

1. Go to the **Business Contacts, Search, or Phone** pane.
2. Select a contact or recent call entry.
3. Select **Options, IM** from the menu.
The Instant Message pane appears.
4. Type your message in the **Message** field.
On some Nokia devices, select the **Message** field to display the Edit Text pane, enter your message and select **Done**.
5. Select **Options, Send**.
Your message is sent.

A record of your most current IM conversations appear in the Instant Message pane. The pane displays the most recent 20 messages from each contact.

Clearing the IM history

Clear the record of your most recent messages (up to 20 entries) from the Instant Message pane.

Clearing the IM history

1. From the Instant Message pane menu, select **Options, End Conversation**.

The IM/Call History portion of the pane is cleared and the messages are permanently deleted.

Receiving instant messages

When you receive an instant message, you receive an audible tone and a visual alert.

- The audible tone is controlled by the device. To select a new tone, disable the tone, or use vibrate mode in place of the tone, refer to your device documentation.
- The visual alert is controlled by the Avaya 3100 MC - Client for Nokia New IM Alert parameter. To enable or disable this parameter, refer to **“Configuring Owner Information” on page 23**.

The type of alert you receive depends on the current state of the Avaya 3100 MC - Client for Nokia. The following table describes the alerts.

Table 12: Instant Message alerts

Avaya 3100 MC - Client configuration	Current pane	Audible tone	Visual alert
New IM Alert disabled in Personal Preferences	IM pane	Yes, if tone notification is enabled on the device.	If someone sends you a message while you are typing them a message, their message is added to the IM pane. If anyone else sends you a message, Received New appears on the IM pane.
	Read only pane	Yes, if tone notification is enabled on the device.	If someone sends you a message while you are in a read only pane (for example, Friends), the IM pane appears, where you can compose a reply.
	Data entry pane	Yes, if tone notification is enabled on the device.	If someone sends you a message while you are on a data entry pane (such as Edit Friend), you do not receive a visual alert. You must go to the Logs to view the message.

Table 12: Instant Message alerts

Avaya 3100 MC - Client configuration	Current pane	Audible tone	Visual alert
New IM Alert enabled in personal preferences	IM pane	Yes, if tone notification is enabled on the device.	If someone sends you a message while you are typing them a message, their message is added to the IM pane. If anyone else sends you a message, Received New appears on the IM pane.
	Any other pane	Yes, if tone notification is enabled on the device.	If someone sends you a message while you are on a non-IM pane, the New IM Alert pane appears. From here, you can select one of the following options: <ul style="list-style-type: none"> • Reply Now: The IM pane appears, where you can compose a reply. • Dismiss: The IM alert is dismissed. You can review it later in the logs. • Dismiss All: All IM Alerts are dismissed. You can review them later in the logs.

Logging Events

The Avaya 3100 MC - Client for Nokia retains a record of your recent communication sessions. The following events are logged:

- Incoming calls (answered, missed)
- Outgoing calls (successful, unsuccessful, in progress)
- System events

For a complete list and for details about individual events, access the Phone pane.

Viewing missed calls

The Main pane displays the missed call icon if you have missed a call.

Viewing missed calls

1. From the Main pane, select the **Phone** icon.

The Recent preview pane displays up to 20 contacts that you recently communicated with.

Selecting the Phone icon clears the missed call indicator.

2. Optionally, select an entry and select a menu command such as **Options, Call**.

Viewing recent call details

1. From the Main pane, select the **Phone** icon.

2. To view the details about an individual entry, select the entry, and select **Options, Log Details**.

The Details pane appears.

You can place a call to your contact by choosing a command from the Details pane Options menu.

Deleting entries in the Phone pane

Delete individual entries or all entries in the Phone pane.

Deleting one entry

1. Navigate to the Phone pane.
2. Highlight the entry you want to delete.
3. Select **Options, Delete from list**.
4. Select **Yes** or **No** in response to the prompt.

Deleting all entries

1. Navigate to the Phone pane.
2. From the menu, select **Options, Delete All**.
3. Select **Yes** or **No** in response to the prompt.

Managing Enterprise voice mail

In addition to checking for messages, you can call the Enterprise voice mail system to access your mailbox.

Voice mail message waiting indication

When you receive a new voice mail message, the voice mail indicator appears on the Main pane.

Note: Before using this feature, you must configure the Voice Mail Number on the Settings pane. For more information, see [“Configuring your Call Settings” on page 26](#).

Calling the Enterprise voice mail system

The Main pane contains the message waiting indicator and provides a quick and easy way to access the voice mail system.

Calling the voice mail system

1. From the Main pane, select the **Voice Mail** icon.
2. Select the **Call Voice Mail** soft key to set up a call to your voice mail box.
3. When prompted, enter your voice mail mailbox number (if necessary) and password using the Nokia telephone application.

Note 1: You must use the Nokia telephone application to generate DTMF tones.

Acronyms

Table 13 lists the acronyms used in this guide.

Table 13: Acronyms

Acronym	Full Name
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
COTS	Commercial off the Shelf
DND	Do Not Disturb
DTMF	Dual Tone Multi Frequency
EDGE	Enhanced Data rates for Global Evolution
EVDO	Evolution Data Only
FQDN	Fully Qualified Domain Name
GSM	Global System for Mobile Communications
LAN	Local Area Network
Avaya 3100 MC - Client	Avaya 3100 Mobile Communicator - Client
RAM	Random Access Memory
SIP	Session Initiation Protocol
SMS	Short Message Service
PBX	Private Branch Exchange
PSTN	Public System Telephone Network
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Serial Bus
VM	Voice Mail
VPN	Virtual Private Network
WiFi	Wireless Fidelity

Quick reference

You can print this chapter to carry for quick reference.

Getting started with the Avaya 3100 Mobile Communicator - Client for Nokia

The Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for Nokia provides enterprise collaboration functionality to a supported mobile device using a data (Internet) connection over the cellular and WiFi network. Avaya 3100 MC - Client for Nokia allows real-time communication with the Avaya 3100 Mobile Communicator Gateway (Avaya 3100 MCG) and Avaya Communication Server. The term Communication Server means all communication servers that Avaya 3100 MC supports (see the Avaya 3100 MC Product Bulletin). For more information about Avaya 3100 MC - Client for Nokia, see *Avaya 3100 Mobile Communicator - Client for Nokia User Guide* (NN42030-102).

Important Notice:

Select and use headsets designed to reduce excessive sound pressure levels or acoustic shocks. Check that headsets meet their respective National or International Acoustic and Safety requirements.

Starting the Avaya 3100 MC - Client

1. Press **Menu**.
2. Select **Applications, Avaya 3100 MC - Client**.

The main Avaya 3100 MC - Client pane appears and you can use the application.

Note: On some Nokia devices, the application icon is available under **Menu, Installation**.

Receiving a call

Accepting an incoming call with the Avaya 3100 MC - Client for Nokia with Show Client Alert configured:

When you have an incoming call, you receive an alert pane:

1. Select **Answer** or **Answer <Location>**. The call rings on your device or at the selected location.
2. If you do not have Auto Answer configured, press the green **CALL** button or select **Answer**.

If you have Auto Answer configured, the device answers the call for you.

Accepting an incoming call with the Avaya 3100 MC - Client for Nokia with Show Nokia Alert configured:

When you have an incoming call, you receive a voice prompt. Press pound (#) to answer the call.

Receiving a call

Declining an incoming call with the Avaya 3100 MC - Client for Nokia with Show Client Alert configured:

Press the red hang-up button or select **Reject**.

The call forwards to voice mail.

Placing calls by dialing

Call by dialing:

1. Select the Phone pane.
2. Enter the number to be dialed.

From the menu, press the green **Call** button or select **Options, Call**.

Calling an emergency number

1. Ensure that the cellular network connection is active.
2. Go to the Phone pane and enter an emergency number.

Press the green Call button or select **Options, Call <number>**.

Voice Mail

Accessing voice mail:

1. Go to the Main Avaya 3100 MC - Client pane.
2. From the main pane, select the **Voice Mail** icon.
3. Select the **Call Voice Mail** soft key to set up a call to your voice mail.
4. Enter your voice mail mailbox number and password using the Nokia phone application when prompted.

You must use the Nokia phone application to generate DTMF tones

Calls to friends

Calling a friend:

1. Go to the Main AVaya 3100 MC - Client, Phone, Search, or Business Contacts pane.
2. Scroll to a recent call entry or contact.
3. Press the green **Call** button or select **Options, Call <number>**.

For more information, see *Avaya 3100 Mobile Communicator - Client for Nokia User Guide* (NN42030-102).

Logs

The MCC 3100 for Nokia retains a record of your recent communication sessions. View an abbreviated list of log events on the Main pane.

Viewing entries on the Main pane:

1. From the Main MCC 3100 pane, select the **Phone** icon.

OR

Select an entry and select a menu command such as **Options, Call**

The Recent preview pane displays up to 20 contacts with whom you recently communicated.

